



TRANSPORTATION SUPPORT SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of highly responsible, confidential, and complex administrative support duties in providing staff support for the Transportation Division and Public Works Department, including oversight responsibility for the Employee Parking Program; and to provide information and assistance to the public.

Supervision Received and Exercised:

Receives general supervision from management, professional, and/or technical staff.

May exercise functional supervision over assigned temporary and administrative assistant staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Monitor the daily operations of the Employee Parking Program (including various downtown businesses) which may include reviewing parking registration forms and car pool applications, issuing parking permits, maintaining the database and web-site, and coordinating annual renewals. Maintain waiting lists of employees who wish to change/upgrade their parking assignments and reassign parking as needed.
- Respond to inquiries from employees regarding the employee parking program as well as inquiries from the public using City parking facilities. Work with employees and outside agencies to resolve long-term and short-term parking concerns/issues.
- Compile and produce employee parking program monthly usage reports summarizing employee and private usage at all downtown parking structures and facilities.
- Attend City Parking Committee meetings and coordinate with City staff related policy changes. Inform employees of changes in the employee parking program.
- Oversee the daily operations of the Residential Parking Permit Program which may include reviewing parking registration applications and supporting residency documentation, issuing parking permits, maintaining the database, and coordinating annual renewals.
- Coordinate with city staff, including Police staff, to respond to resident requests to temporarily lift residential parking permit restrictions.

Transportation Support Specialist
(continued)

- Monitor and process payments associated with residential parking permits which includes balancing payments to applications filed, creating cash receipt, and monitoring petty cash on hand.
- Assist Police staff in parking enforcement by researching parking decals and parking assignments.
- Perform a wide variety of complex, responsible, and confidential administrative duties for a variety of staff. Conduct surveys; collect information on operational and administrative problems; prepare comprehensive reports or manuals; assist in the preparation of quarterly and annual reports.
- Assist in the preparation of comprehensive and timely budget documents; monitor budget expenditures and assist in the budget control; maintain petty cash fund and prepare monthly vouchers.
- Assist in writing a wide variety of correspondence and documents for internal and external use.
- Serve as administrative support for various City committee meetings, which may also include support of Boards and Commissions. Prepare the agendas, assemble background materials, and transcribe minutes of meetings.
- Respond to and resolve a variety of requests or complaints from City employees or the general public requiring interpretation of policies and procedures; answer calls and assist customers.
- Participate in office administration work; maintain calendars of office activities, meetings and various events; plan, schedule and coordinate special events among several City departments or external organizations; set meetings for supervisor; and make travel arrangements.
- Maintain personnel and payroll records; process payroll and paperwork for personnel actions including new hires, promotions and terminations; coordinate recruitment process with Human Resources; monitor performance evaluation dates and provide appropriate forms to staff.
- May participate in the selection of staff; may provide or coordinate staff training; may work with employees to correct deficiencies; may recommend discipline procedures.
- Prepare graphic presentations as required; may edit, format, design and maintain WebPages, newsletters, bulletins, fliers, forms, certificates or other documents.
- Coordinate the ordering and storage of appropriate supplies.
- Perform other related duties as assigned.

Transportation Support Specialist
(continued)

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of full-time, responsible administrative support experience, including two years of experience in providing support for employee parking and/or municipal transportation programs, or a closely related field.

Training:

Equivalent to completion of the twelfth grade supplemented by specialized administrative work in general office and business practices. Associate's Degree is preferred.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 1117

Salary Range: 20

FLSA: Non-Exempt